



UNITED STATES PATENT AND TRADEMARK OFFICE

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Commissioner for Patents  
United States Patent and Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450  
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9/24/07

Patent No. : 7,174,011 B2  
Application No : 10/617,486  
Inventor(s) : Kortum, et al.  
Issued : February 6, 2007  
Title : TELEPHONE CALL CENTER WITH  
METHOD FOR PROVIDING CUSTOMER  
WITH WAIT TIME UPDATES

Re: Request for Certificate of Correction

Consideration has been given your request for the issuance of a certificate of correction for the above-identified patent under the provisions of Rule(s) 1.322 and or 1.323.

Granting of a petition under 37 Code of Federal Regulations (CFR) 1.183, requesting the requirements of 37 CFR 3.81 to be waived, is required to correct applicant's error in the Assignee (see Manual of Patent Examining Procedures (M.P.E.P) Chp.1400, sect. 1481, pgs.1400-64). Such a petition is required, when the *correct* assignee's name *and/or* address *was not provided* in accordance with either section 3.81(a) or (b) (either no data or an incorrect data, i.e. typographical, misspelling, ...), was provided in item 5 of the Issue Fee Transmittal (PTOL-85b), when the assignment had been recorded or submitted for recordation at the time the issue fee was paid or when an incorrect name was provided in the petition required by section 3.81(b) when the assignment submitted for recording after the date of payment of the issue fee, but prior to issuance of the patent). This procedure is required at *any* time after the issue fee is paid, including after issuance of the patent.

In view of the foregoing, your request in this matter is hereby denied.

A certificate of correction will be issued to correct the remaining errors noted in your request.

Petition to correct the Assignee under 37 CFR 1.183 should include:

- (1) the petition fee set forth in 37 CFR 1.117(h) (currently \$130);
- (2) the correct name and address of the assignee; and
- (3) the reel and frame number where the assignment(s) is recorded or proof of the date the assignment was submitted for recordation.

*In the Petition*, Applicant(s) may request that the file is forwarded to Certificates of Correction Branch, for issuance of a Certificates of Correction, if the Petition is granted. No additional request and PTOL 1050 forms, must be submitted, *if only* correction to

Assignee data was requested and noted on the PTOL 1050 form, which accompanied the original request.

Any petition under 37 CFR 1.183 should be directed to the attention of the Assistant Commissioner for Patents, using the following mailing address or FAX number.

By Mail:                   Commissioner of Patents and Trademarks  
                                 Box DAC  
                                 Washington, D.C. 20231

By Fax:                   (703) 308-6916  
                                 Attn.: Office of Petitions

If the Petition under 37 CFR 1.183 is filed and granted, the patentee would be entitled to a certificate of correction under 37 CFR 1.323 (required fee currently \$100, if not previously submitted), due to the mistake in not complying with CFR 3.81.

**Valerie Jackson**  
Cecelia Newman  
Decisions & Certificates  
of Correction Branch  
(703) 305-8347 or (703) 305-8228

Jackson Walker L.L.P.  
100 Congress Avenue, Suite 1100  
Austin, Texas 78701

vj/CB